

# **National Fire Incident Reporting System (NFIRS) Technical Issue**

## **Questions and Answers**

### **April 2008**

#### **United States Fire Administration**

**1. I am trying to setup the NFIRS software to work in off-line mode. I have the current version, 5.5, and have followed all steps as indicated in the readme file. I have followed the instructions to inject a user and I am able to login to the on-line database and then I am prompted to enter a new password. However, after I enter a new password, I receive the error message "Exception during user injection processing" and the only option is to abort. I have tried this on two separate computers and receive the same error. One is running XP pro and has access 97 installed, the other is running XP pro and has access 2000 installed. I would like to be able to use the software in offline mode. Any suggestions?**

Contact your state program manager and ensure that your account is complete. You can not perform a user injection if your account is missing a phone number or email address.

**2. I am attempting to use the summary report tool. When I run any summaries for 2007 for my department, it only reports data from August thru December. I know the data for the whole year is there because I entered it and can find incidents using the search on the data entry tool.**

The most common reason for this is that when you ran the report you didn't select the setting to search for released and unreleased incidents and/or you didn't select the setting for Status to All. Try to run the report again and select All for Status, Both for Version and All for Released.

**3. How can I download our raw response data for the entire year so that we can query it?**

If you are using the Federal Client Tool NFIRS 5.0 version 5.5.0 commonly called the Data Entry Tool (DET) in CA, you should have the data already stored in your offline database which is in the MS Access format. You can either use the reporting tools built into Access to create your own queries OR you can export the data out of your OFFLINE database using the import/export function inherent in the DET and import it into Excel or another spreadsheet program to create your own reports.

If you have submitted your incident data to the state, you might also consider accessing the Summary Output Reporting Tool on the NFIRS web page to run several canned reports on your data. This tool can be accessed after a successful log on the following page:

<https://reporting.nfirs.fema.gov/nfirsweb/webBasedReporting.htm>

To use the import/export tool to export your offline incident data, follow these steps.

Exporting Incidents:

- Click on Tools from the Menu Bar.
- Click on Import/Export.
- Click on Export.
- Click on Select Incidents.
- Click on Search. (You can enter a date range to get just a specific set of incidents)
- Select the Incidents to be Exported. If you aren't selecting all of the incidents to export you'll have to select each incident individually.
- After you've selected all of the Incidents to Export, Click on Export.



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- Name the file to be saved and choose a location to save the file that is being created. (We suggest you save the file to your desktop so that it is easy to find for the Import step)
- Click Save.
- Click on Close after Export is complete.

If you can not access the reporting tool web page you should contact your state program manager to have this permission set based upon state rules.

**4. We have it setup in our software so that when an incident type of 733- "smoke detector activation due to malfunction is used" and Primary Action Taken is set to 93-"Cancelled enroute," an NFIRS Reporting error is generated indicating that Primary action taken 93 is incompatible with incident type 733. Are we correct in our interpretation?**

That rule is correct. An Action Taken of 93 can only be used if the incident type is "Cancelled."

**5. A fire department member called and stated that they were unable to enter response times over 20 minutes. As this department is in a rural area with LONG response time to mutual and automatic aid calls, they are unable to register their runs. A 20 minute run time in New Mexico, Texas, and other places is not unusual. I used to work with a department in west Texas whose nearest mutual aid was 95 miles away which would certainly more than 20 minutes. Do you have a solution for them?**

A response time of 20 minutes will generate only a "Warning" but not a critical error. As a result, the department will be able to continue without a problem. If the department is using software other than the Data Entry Tool, they should ensure that this is not a critical error.

**6. How can we get a report of our 2006 and 2007 fire runs by Type of Run?**

You can access the Summary Output Reporting Tool on the NFIRS web page and run a Detailed Selected Statistics report for the time periods in question. This will give you a break down of your call volume by call type as well as average man hours and dollar loss by call type.

The Summary Output Reporting Tool can be accessed on the following NFIRS web page:  
<https://reporting.nfirs.fema.gov/nfirsweb/webBasedReporting.htm>

If your log in information does not provide you with access to this feature, you should contact your state program manager for NFIRS.

**7. How do I print off a hard copy of the report I make on NFIRS?**

To print a hard copy of the report, complete the following steps:

1. Open an incident.
2. Click on Incident on Menu Bar....Click on generate report. (The DET saves reports to the default location of the REPORTS Folder in the NFIRS Root Directory)
3. The user will be prompted Report Forms Generated Successfully. Click OK.

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4. To retrieve and print the report, open Windows Explorer.
5. Locate the NFIRS folder where the report was saved.
6. Double click to Open the NFIRS folder.
7. Locate the Folder named Reports.
8. Double Click on the Reports Folder.
9. Double click on the form to be printed.
10. In Acrobat Reader from the file tab on the menu bar, click on print

**8. We currently use the Fire Programs Software to record NFIRS and upload to State but would like to input to the online NFIRS database. What steps are required for access from our state?**

Access to the Bulk Import is controlled at the state level as a permission set on your NFIRS user account. If you have permission to use this feature, you would use the same username and password you used to access the NFIRS 5.0 software. If your logon information does not work for this feature, then you will need to contact your state program manager for NFIRS to have this permission set or to determine the approved methods of submitting your NFIRS data.

**9. Our County is now requiring us to use "Fire Programs" commercial software our reporting utility. We were previously using the USFA NFIRS 5.0 Client. We would like to use the NFIRS 5.0 Bulk Import Utility to upload our "NFIRS 5.0 compliant export" into NFIRS 5.0. Can we obtain a logon to access the NFIRS 5.0 BIU?**

Access to the Bulk Import is controlled at the state level as a permission set on your NFIRS user account. If you have permission to use this feature, you would use the same username and password you used to access the NFIRS 5.0 software. If your logon information does not work for this feature, then you will need to contact your state program manager for NFIRS to have this permission set or to determine the approved methods of submitting your NFIRS data.

**10. A) Should information be collected on accidents involving fire dept apparatus, as well as POVs? If so, in what manner (i.e. NFIRS form?)**

**B) In NFIRS-5, is data collected if an EMS staff member (not employed as fire service) sustains an injury or exposure?**

A) Data is not collected regarding accidents involving apparatus or POV's. Locally, it can be recorded in the narrative section or as part of a Vehicle Accident Incident. If there were injuries to fire service personnel, they would be recorded in NFIRS-5.

B) If the EMS provider is a member or paid employee of the fire service department, then the information will be recorded in the NFIRS-5 section. If they were not fire service personnel, then they would be considered civilian (NFIRS-4.)

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**11. After updating to 5.5, I cannot open a new incident on my offline program. After clicking open new incident, nothing happens. It works when I get online and do it. I can open existing incidents fine. Any suggestions?**

After the upgrade, you must perform another user injection to access the offline database correctly. Start the software in the offline mode and when the log in screen appears, leave it blank and click OK. Answer "yes" to the question and follow the prompts from there.